

ROANOKE
VIRGINIA



COUNTY
EST. 1838

2013 ANNUAL PROGRESS REPORT

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ROANOKE COUNTY AT A GLANCE

Welcome to Roanoke County's Annual Progress Report for fiscal year 2012-2013. This report includes updates about the financial health of the County, news about projects, and information about the County's many departments and the services we provide.

Also in these pages, you'll find information about the County's involvement in promoting regional initiatives that will make our community a better place to live, work and play in the years to come.

While the past several years have been economically challenging, Roanoke County has moved ahead with several projects that directly impact the quality of life for our citizens. These accomplishments include the opening of a new branch library in the Glenvar community and progress toward the Vinton Branch Library, with a groundbreaking scheduled for Spring 2014.

Another major project for the County will be the renovation of the Social Services headquarters in Salem, a facility that serves thousands of residents each year. In addition to this vital facility, the County has also invested in several infrastructure projects to improve our facilities and provide services more efficiently, including new generators at key fire stations, replacement fuel tanks to support the County's fleet of service vehicles, and new sports lighting at several facilities.

Each of these projects illustrates our commitment to investing in the tools we need to provide best in class services in the most economical way. As you read each department's update inside, please remember that our staff is tasked each day to find innovative and creative ways of delivering the quality services you expect, with department budgets that have been reduced or have remained flat due to the recent economy.

I hope you'll see that Roanoke County is dedicated to not only maintaining our quality of life in challenging times, but also committed to moving ahead to a brighter future.



Roanoke County Administrator
B. Clayton "Clay" Goodman III.
Photo (c) Muncy Fine Photography.

Front cover photography (c)Dominion Images.

MESSAGE FROM THE 2013 BOARD CHAIRMAN



2013 Board of Supervisors Chairman Michael W. Altizer delivered the State of the County Address on November 6, 2013, at Green Ridge Recreation Center. Photo (c) Sam Dean Photography.

Roanoke County is more prepared than ever to meet the challenges of today's ever-changing world while setting the foundations for tomorrow's prosperity. In 2013, Roanoke County led several regional initiatives that will help keep our community competitive and financially secure in the years to come.

In February 2013, Roanoke County hosted the first Regional Economic Summit, which included participation from elected officials and professional staff from the counties of Botetourt, Franklin, Montgomery, the cities of Roanoke and Salem, and the Town of Vinton. These seven localities gathered for the single purpose of attracting new business to the region.



2013 Board of Supervisors Chairman Michael W. Altizer (left) with Vinton Mayor Brad Grose at the kick-off for the new Vinton Branch Library, December 12, 2013.

That evening, attendees learned that it takes large developed parcels, technology infrastructure, and transportation options to attract world-class businesses to the region. We also learned that no single locality could provide all of these things alone. After the summit, local leaders formed the Roanoke Valley Broadband Authority and the Western Virginia Regional Industrial Facilities Authority to help address these deficiencies.

In May, a regional tourism agreement added more than \$1 million to our valley's tourism marketing initiatives. This agreement made national headlines later in the year as Roanoke County, Roanoke City, and the City of Salem were jointly honored with the 2013 Governmental Tourism Leadership Shining Example Award from the Southeast Tourism Society.

This year, the County also set the foundations for developing a regional and national tourism destination at Explore Park. With the signing of a 99-year lease agreement with the Virginia Recreational Facilities Authority, the park will be operated by the County's Parks, Recreation & Tourism department, an agency with a proven track record for success.

Another success story comes with the formation of a joint Criminal Justice Academy in cooperation with Roanoke City. A County expansion to the City's facility will enable more cooperation, communication, cross-training, and real-world efficiencies for both agencies.

This year, Roanoke County continued to provide new educational opportunities for its residents. A new Glenvar Branch Library opened in 2013, construction of a new Vinton Branch Library began, and the Board announced a new Virginia Western Community College scholarship program for Roanoke County students.

It's truly a great time to live, learn, play and work in Roanoke County.

2013 BOARD OF SUPERVISORS



Michael W. Altizer
2013 Chairman
Vinton Magisterial District
3108 Valley Stream Drive
Roanoke, Virginia 24014



Charlotte A. Moore
2013 Vice Chairman
Cave Spring Magisterial District
5415 Bandy Road
Roanoke, Virginia 24014



Joseph B. "Butch" Church
Catawba Magisterial District
1570 Innsbrooke Drive
Salem, Virginia 24153



Ed "Eddie" Elswick
Windsor Hills Magisterial District
8550 Willett Lane
Bent Mountain, Virginia 24059



Richard C. Flora
Hollins Magisterial District
6112 Greyholme Lane
Roanoke, Virginia 24019

About the Board of Supervisors....

The Board of Supervisors enacts ordinances, establishes policies, sets tax rates, and approves the budget in accordance with the desires of the residents and applicable state and federal laws.

The Board of Supervisors is made up of five members who annually elect a chairman and vice chairman from among themselves. Each board member serves a four-year term and represents a magisterial district of approximately 18,400 citizens. Roanoke County operates under a charter granted by the Virginia General Assembly.

Citizens may contact the Board of Supervisors through the Clerk's Office at (540) 772-2005 or email bos@roanokecountyva.gov.

Meeting Information

Regularly scheduled public meetings are usually held the second and fourth Tuesdays of each month at 3:00 p.m. at the Roanoke County Administration Center, 5204 Bernard Drive, Roanoke, Virginia, 24018. Public hearings are typically held on the fourth Tuesday at 7:00 p.m.

Agendas can be found at www.roanokecountyva.gov/bos each Friday afternoon before a scheduled Tuesday board meeting. Televised Board of Supervisors meetings are broadcast live on Roanoke Valley Television (RVTV) Channel 3 and are usually rebroadcast the following Thursday at 7:00 p.m. and Saturday at 4:00 p.m. Board of Supervisors meetings are streamed live at: www.roanokecountyva.gov/BOSvideo.

Board of Supervisors Online

Visit www.roanokecountyva.gov/bos to

- Download current agendas
- View and download board records online
- Watch live Board meetings online
- Sign up to speak at the board meetings
- Apply to serve on board-appointed commissions
- View the Board of Supervisors' annual meeting schedule

Board of Supervisors

Roanoke County Administration Center
5204 Bernard Drive, SW, Fourth Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2005

Board of Supervisors photographs (c) Muncy Fine Photography.

REGIONAL INITIATIVES



2013 Board of Supervisors Chairman Mike Altizer hosted the February 2013 Regional Economic Summit at Green Ridge Recreation Center, featuring elected and staff representatives from seven regional localities.

February 2013 saw elected officials and staff from seven localities join together for a Regional Economic Development Summit at Green Ridge Recreation Center. Localities in attendance included the counties of Botetourt, Franklin, Montgomery, and Roanoke, along with the Town of Vinton, and the cities of Roanoke and Salem.

Participants learned what it takes to attract world-class businesses to our region. New businesses seek prepared sites of forty acres or more, easy access to modern broadband technology and transportation options such as rail access, interstate access, and convenient airline travel. The localities also learned that opportunities are being missed because the valley does not have larger prepared sites in place to attract new businesses.

But in the few months since the Regional Economic Development Summit, Roanoke County has partnered with other localities to create a stronger foundation for attracting new businesses to the region.

Roanoke County, in cooperation with the counties of Botetourt and Franklin, the cities of Roanoke and Salem, and the

Town of Vinton, formed the Western Virginia Regional Industrial Facilities Authority (WVRIFA). The WVRIFA was created to allow the region's governments to partner in the acquisition and development of industrial property. Specifically, multiple governments will share in the development costs to create new industrial property, as well as new tax revenues when the property is sold to prospective businesses.

The Western Virginia Regional Industrial Facilities Authority is a direct result of February's Regional Economic Development Summit and it enables localities to attract new businesses cooperatively, for the greater benefit of everyone.

In August, Roanoke County along with Roanoke City, Salem City, and Botetourt County also approved the creation of the Roanoke Valley Broadband Authority to enable localities to partner with each other and with private enterprise to expand high speed data service for government offices, local businesses, emergency service coordinators, and educational institutions.

By working together, localities can pool resources to offer the incentives, facilities, and infrastructure that new businesses desire.

ROANOKE COUNTY FINANCIAL OVERVIEW

Fiscal year 2013 continued to provide economic challenges for Roanoke County. Unemployment as of June 30, 2013 was 5.5%, down from 5.6% in 2012, which compared favorably with the Virginia state average of 5.8% for the same time period. Economic conditions continued at historic lows throughout the nation, and many of the County's major revenue sources remained flat, with few signs of significant recovery from the recession.

The General Fund is Roanoke County's primary operating fund. Major sources of General Fund revenue include:

General Property Taxes - annual taxes on real estate and personal property within the County.

Other Local Taxes - including sales, lodging and meals taxes.

Intergovernmental - grants from state or federal governments.

Charges for Services - fees collected for services rendered (e.g., court costs, rescue fees, park fees, and library charges).

Use of Property and Money - money earned by the County from the investment of funds.

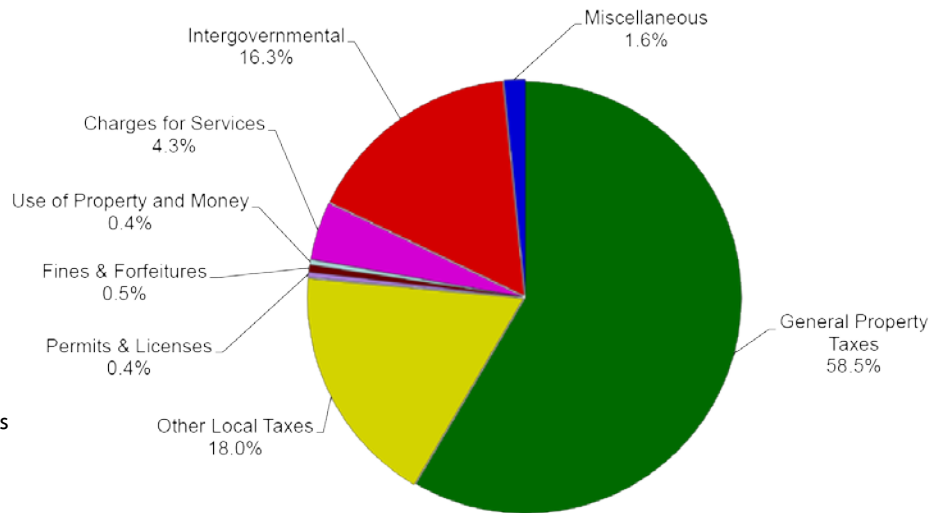
Fines and Forfeitures - amounts collected by the County for violations of local ordinances and regulations (e.g., parking tickets, etc.).

Permits and Licenses - issued by various County departments (e.g., building permits, dog/cat licenses, etc.).

Miscellaneous - amounts received from other sources, such as donations.

Despite less than favorable economic conditions, prudent financial policies and long range financial planning have enabled the County to continually maintain high marks from the major bond rating companies, including ratings of AA+ from Fitch, Aa1 from Moody's Investor Service, and AA+ from Standard and Poor's.

General Fund Revenues
Fiscal Year Ended June 30, 2013



The major components of General Fund expenditures are:

Education - Roanoke County Public Schools expenditures.

Public Safety - includes support of Police, E-911 Communications, Sheriff, Fire & Rescue, Correction & Detention, and Animal Control.

Health and Welfare - Social Services administration, Public Health and Assistance, and Comprehensive Services Act.

Public Works - maintenance of existing facilities and sanitation and waste removal.

General Government - conducting the legislative, financial, and election activities of the County.

Parks, Recreation, and Cultural - maintenance of parks and other recreation facilities and maintenance and operation of libraries throughout the County.

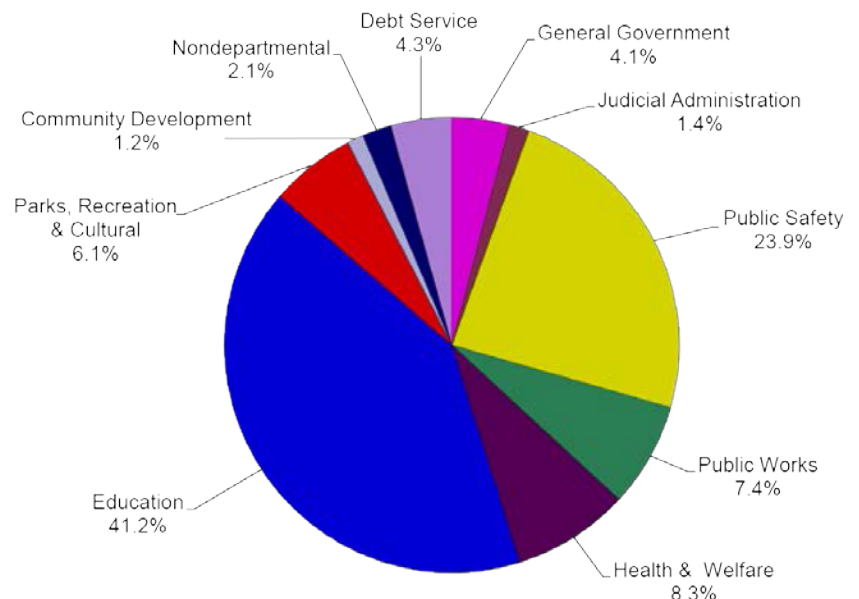
Debt Service - the principal and interest payments due for long-term borrowings of the County.

Community Development - long-range and short-range planning for physical, social, economic, and environmental issues.

Judicial Administration - support of the Courts, including the office of the Clerk of Circuit Court and the Commonwealth's Attorney.

Non-Departmental - amounts paid for tax relief for the elderly and disabled, employee benefits, and other expenditures.

General Fund Expenditures
Fiscal Year Ended June 30, 2013



CLERK OF CIRCUIT COURT'S OFFICE

Through the end of June, 2013 our office recorded 15,839 real estate-related documents and commenced and concluded nearly 1,100 civil cases. In addition, our office issued 1,910 concealed weapons permits, nearly double the previous year.

For this same period of time, our office commenced and concluded approximately 1,500 criminal cases, and we are expecting to commence approximately this same number of cases in the coming year.

For the past fiscal year, our office issued 384 marriage licenses and expects to process approximately 400 licenses in the coming year. Also, we have docketed in excess of 2,400 judgments and probated 547 wills this year.

Finally, certain miscellaneous activities amount to approximately 1,500 filings not mentioned above, including but not limited to, fictitious names, foreclosures, applications for orders of publication, sealed orders, oaths of office, terminations of deputy sheriffs, bonds, subpoenas duces tecum, marriage rites and trust order book entries.

As mentioned in previous reports, our office has continued to improve its record keeping and duplicating processes, primarily via the Supreme Court of Virginia's (SCV) "Reflections" computerized imaging/indexing system.

In July 1, 2008, our office began making its real estate-related records available on the Internet via subscriber-only "Secure Remote Access" (SRA) and we now have approximately 40 such SRA customers who each pay \$50 per month for this service.

In addition, we have recently implemented the Supreme Court of Virginia's subscriber-only "Officer of the Court Records Administration" (OCRA) system that allows remote access to our more recent civil and criminal cases - also at a cost of \$50 per month or a discounted annual rate of \$120 per year. Our office now has nine such accounts in effect as well as nearly 20 free, in-system subscribers.

All components of the Supreme Court of Virginia's SRA, CIS, JAVA and OCRA systems and other such technological improvements were funded by our office's accumulated "Technology Trust Fund" fee account along with funds generated by paid subscriptions to these systems. These systems enable greater access to court records at no additional cost to the taxpayers of Roanoke County.



Roanoke County Clerk of Circuit Court Steve McGraw.

Clerk of Circuit Court's Highlights

Below is a snapshot of the Clerk of Circuit Court's activities in fiscal year 2012-2013:

Deeds recorded	15,839
Civil cases commenced	1,098
Criminal cases commenced	1,491
Concealed handgun permits issued	1,910
Judgments docketed.....	2,498
Marriage licenses issued	384
Wills probated	547

CLERK OF CIRCUIT COURT
Roanoke County Courthouse
305 East Main Street,
Second Floor, Room 200
Salem, Virginia 24153
Main Number: (540) 387-6205

COMMISSIONER OF THE REVENUE’S OFFICE

Roanoke County’s Commissioner of the Revenue and six deputy commissioners in the office are certified through the Weldon Cooper Center of UVA as part of the CDP program approved by the General Assembly.

The Commissioner’s office uses the DMV import system to keep the County’s personal property records current for vehicle purchases, vehicle sales, and owner address changes.

Collection and processing of Short Term Rental Tax was transferred from the DMV to the Department of Taxation resulting in enhanced reporting to the localities through the EESMC (secure messaging) system. Through an audit of this report, the County was able to recover \$300,000 in business taxes previously reported to another locality.

The office completed an internal audit of all retail businesses in the County which generated approximately \$190,000 that will be paid in fiscal year 2013-2014, as well as increased monthly distributions.

The number of Virginia State income tax returns processed by the Commissioner’s office continues to decrease due to electronic filing, while the day-to-day customer service has increased.

Taxpayers who visit our office ask staff general questions about their personal property taxes and state income taxes, and many people also request assistance in preparing their taxes or processing amendments. Other visitors ask for assistance in computing estimated tax payments, or seek help to answer tax-related letters from the State of Virginia.

The Commissioner’s office saw a slight increase in real estate transfers over fiscal year 2011-2012, one indication that the County’s real estate market may begin to improve soon.

The Commissioner’s office staff also participated in three State Appeals for fiscal year 2012-2013. Two of the appeals pertained to Business Licenses; the third was for business use of a vehicle. The State ruled in our favor with adjustments on the first, returned one case back to our office for further review and a new final determination. The third case had not been ruled on by the end of fiscal year 2013.

Detailed auditing of existing accounts is very limited at this time based on the amount of time available to staff. Future plans for the office include developing a full time auditor position on staff devoted to recovering business licensing and sales tax revenue.



Roanoke County Master Commissioner of the Revenue Nancy J. Horn.

Commissioner’s Highlights

County personal property assessments	120,248
County business personal property assessments	8,571
Vinton personal property assessments	7,714
Vinton business personal property assessments	711
Business licenses issued/renewed	5,649
Real estate transfers	3,453
Real estate tax relief applications processed	1,759
State income tax returns	6,777
State income tax estimated payments	1,456

COMMISSIONER OF THE REVENUE

Roanoke County Administration Center
5204 Bernard Drive, SW, First Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2046

COMMUNICATIONS & INFORMATION TECHNOLOGY

The Department of Communications and Information Technology focuses on the implementation, maintenance and upgrade of critical systems, hardware and software used to provide direct citizen services as well as supporting the goals of the County's other departments. Throughout the fiscal year, we completed 46 projects and closed out a total of 3,477 work orders across the department. Several critical or high profile projects completed throughout the year included...

Creation of GIS Services in November 2012 as an operational section of CommIT. The reorganization moved four GIS professionals from Community Development and allowed the County to begin implementing Enterprise GIS to serve the entire organization.

Digital Counties Recognition for 2013 as a top "Digital County" by the Center for Digital Government and the National Association of Counties. The competition evaluates similar size counties across the country to gauge the relative success of each organization against its peers. Roanoke County has consistently been recognized in the top five counties since 2003.

CALEA Reaccreditation for Emergency Communications was awarded in November 2012. In August 2012, the Commission for the Accreditation of Law Enforcement Agencies (CALEA) assessment team came on site to review the center's operations. After the review across 240 standards, public meetings, and stakeholders interviews, the assessment team recommended full reaccreditation by the CALEA Commission.

Glenvar Libraries Technology Plan was implemented in July 2013 as Roanoke County opened its state-of-the-art Glenvar Library facility. The CommIT Infrastructure group played a large part in the design of this facility to make sure the latest technologies would be offered for citizens. Many new features were implemented, including expanded wireless technology, PCs and Mac's, separate public and private networks, and a Voice over IP phone system.

New Application Systems and Modules for Fire & Rescue were installed to enhance the alerting capabilities at County Fire & Rescue stations, providing tones, lights, audio and sign boards to ensure stations are alerted efficiently when dispatched. An additional upgrade to the Fire Paging System provides multiple messaging protocols in addition to improving the paging capabilities to all Fire and Rescue stations.

Emergency Radio Coverage Expanded in Schools and County buildings to provide emergency service agencies with clear communications in emergency situations.

New installed mobile applications for Police offer significant capabilities for in-car location marking, field reporting, and enhanced security.

Citizen Self Service (CSS) gives residents an online service to view their Real Estate and Personal Property tax bills and pay these bills online from the convenience of home.

New Stormwater Management Field Data Collection applications now allow staff to collect stormwater data in real time from the field. The application saved approximately 200-300 personnel hours for the County's Stormwater Management Program.

Major Upgrades to Business Applications were implemented to enhance critical business systems such as the Tax Billing/Collections, Real Estate Assessment, Payroll/HR and Computer Aided Dispatch.

Transmission of Rain Gauge Information Upgrades, including modifications to the rain information systems were made as a result of new mandates. Additionally, the County staff successfully converted the secondary radio link to transmit rain data to the Virginia Department of Emergency Management more efficiently.

CommIT By The Numbers...

Emergency Communications Center

Non-Emergency Calls	133,740
Emergency Calls	52,507

Information Technology

Work orders processed	1,729
Computer/peripheral installations	293
Project requests received	55
New projects added to portfolio	69
Projects completed	46

Communications Shop

Work orders processed	1,748
Vehicle installations (radios, technology)	120
Vehicles removed from service	40

**COMMUNICATIONS AND
INFORMATION TECHNOLOGY**
Roanoke County Public Safety Center
5925 Cove Road
Roanoke, Virginia 24019
Main Number: (540) 777-8500
Emergency: 9-1-1



COMMUNITY DEVELOPMENT

The Community Development Department’s four divisions – Building Safety, Engineering/Environmental Management, Planning Services, and Zoning Administration – work together to protect the health, safety, and general welfare of our citizens and visitors, to preserve the quality of life of the region, and to contribute to the economic development of the County.

Code Compliance staff conducted 9,956 building code inspections, 9,287 residential erosion control inspections, 4,026 commercial erosion control inspections, and investigated 1,212 zoning/code complaints. Code Compliance also identified 635 zoning/code violations through neighborhood sweeps, and processed 124 violations through General District Criminal Court and Circuit Court.

Design, Construction and Maintenance Services staff completed three major Board-approved construction projects on Springlawn Avenue, Huntridge Road, and Beaver Brook Road, and completed 14 additional small projects, 24 routine projects, and 21 emergency high priority projects to maintain Roanoke County’s public drainage infrastructure. In addition, staff made storm drainage improvements to 155 privately owned parcels in conjunction with county drainage projects.

During the year, staff processed 106 maintenance/evaluation requests for County streets through VDOT.

Also in fiscal year 2013, the Plantation Road Streetscape Project was awarded \$408,904 in Federal Transportation Alternatives funds which were matched with \$102,226 in County funds and potential right-of-way donation value. The project was also allocated \$1,279,503 in Regional Surface Transportation Program (RSTP) funds. Two other RSTP applications submitted by Community Development staff were allocated funding for reconstruction of the Exit 140 Park and Ride (\$1,608,244) and for sidewalks along the north side of West Main Street (\$177,956). Staff also facilitated the installation of new landscaping and signs at the intersection of Williamson and Peters Creek roads and at the Penn Forest/Colonial Avenue roundabout with the assistance of local businesses through the VDOT Comprehensive Roadside Management Program.

For fiscal year 2013, the department’s Development Plan Review and Permitting staff processed residential and commercial construction plans valued at \$79,045,934 which resulted in collecting approximately \$372,079 in permit fees.

Environmental Management staff performed 54 inspections of ponds/facilities owned by Roanoke County and the School Board. Maintenance was performed to bring all Roanoke County ponds/facilities up to requirements, with only 76% of School Board-owned ponds/facilities meeting requirements by the end of the fiscal year. Staff performed 176 inspections of privately owned ponds/facilities, and approximately 87% of these ponds/facilities were found to be in need of maintenance.

Staff also participated in four public outreach events concerning stormwater quality and organized preliminary efforts for the Roanoke County Stormwater Advisory Committee to review the County’s stormwater program and develop funding recommendations.

As a result of staff efforts, the County is able to maintain the Class 8 FEMA rating status in the Community Rating System (CRS), which gives citizens a 10% discount on their flood insurance premiums.

Planning staff assisted with the County’s fiscal year 2014-2019 Six Year Secondary Plan and the Interstate 81 Tier II Environmental Assessment. Staff also worked to amend the Route 221 Area Plan to incorporate a new water line from Cotton Hill Drive to the Martin’s Creek water system. Staff also processed 18 rezoning applications and special use permits, which required four community meetings associated with these applications.

In addition to these projects, Planning Staff helped develop amendments to the Zoning Ordinance and County Code that address residential chicken keeping and assisted in substantial revisions to the Zoning Ordinance to allow by-right or permitted uses in certain zones. Staff continued its community outreach with social media and the monthly *Community Developments* e-newsletter.

Community Development At A Glance

Building Safety/Development Review

New residential permits issued	206
Commercial & restaurant trade permits issued.....	1,119
Misc. permits for utilities, pools, amusement rides, etc. ...	167
Residential building and plot plans reviewed	452

Engineering/Environmental Management

Inspections of private stormwater facilities.....	176
Inspections of County/School stormwater facilities.....	54
Public outreach/education programs.....	4

Zoning/Code Compliance and Enforcement

Zoning/Code complaints investigated.....	1,212
Illegal signs removed from right-of-ways.....	685
Building/site compliance inspections.....	23,269

COMMUNITY DEVELOPMENT

Roanoke County Administration Center
5204 Bernard Drive, SW, Second Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2080

CRIMINAL JUSTICE ACADEMY



In 2013, the Roanoke County Criminal Justice Academy offered a variety of contemporary speakers and courses to provide continuing education for Roanoke County’s Police Department officers and the academy’s client agencies. Courses included Data Driven Approaches to Crime and Traffic Safety (DDACTS), Taser Certification Course, Reid Interview & Interrogation, Active Shooter Course, Unified Incident Management, Illicit Tobacco Trafficking, SWAT Commander School, Cognitive Interviewing, New Firearms Training (Glock Pistols), Homicide Investigations, Combat Lifesaver, and other relevant topics.

The Basic Law Enforcement Class for new police recruits is 24 weeks long followed by a 12-week field training program. The Basic Jailor Class for the Roanoke County Sheriff’s Office and Western Virginia Regional Jail lasts 11 weeks. The academy also offers a Basic Dispatch class, tailored to the needs of new communications officers being trained to work in Roanoke County’s Emergency Communications Center.

In 2013, the Roanoke County Board of Supervisors approved the construction of a new Roanoke County Criminal Justice Academy, in cooperation with the Roanoke City Police Academy. The new construction will be funded by \$2.5 million in asset forfeiture funds received in a local settlement.

Academy Programs At A Glance

Basic Law Enforcement	
Sessions offered	1
Graduates.....	13
Basic Jailor	
Sessions offered	3
Graduates.....	36
Basic Dispatch	
Sessions Offered.....	2
Graduates.....	9

ROANOKE COUNTY CRIMINAL JUSTICE ACADEMY

Roanoke County Public Safety Center
5925 Cove Road
Roanoke, Virginia 24019
Main Number: (540) 777-8642

ECONOMIC DEVELOPMENT

The Economic Development Department's primary focus is to identify, prepare and market industrial and commercial property for business growth and development. The department aggressively markets the County-owned Center for Research and Technology (CRT) for new tenants, while simultaneously preparing sites for immediate occupancy.

Staff also works as a liaison between the business community and Roanoke County government to expedite facility expansions and to assist with new business openings. During the year, staff assisted with the expansion of nine companies and made more than 100 visits to 92 County businesses as part of the department's outreach program.

Prospect activity and new business investment began improving during the year and staff was pleased to announce several commercial and industrial expansions, including a \$7 million expansion of the Rehab Center at Richfield and a \$4 million expansion at Atlas Cold Storage in West County. New business announcements included the \$15 million Hilton Garden Inn investment at South Peak, the \$18 million Friendship Retirement Center project on Starkey Road and the Hypergen, Inc. office project announcement for the Hollins area.

Staff also facilitated the presentation of eight Certificates of Appreciation for the Board of Supervisors and organized six Ribbon Cutting Ceremonies to recognize new business locations or expansions during the fiscal year.

During fiscal year 2013, staff hosted 15 business workshops in cooperation with the Virginia Department of Business Assistance, secured \$240,000 in workforce training funds for local businesses, and participated in the Total Action for Progress's Business Seed Capital Loan Fund to leverage \$100,000 for microenterprise businesses in Roanoke County.

In support of regional economic development initiatives, staff helped organize the Chairman's 2013 Regional Economic Development Summit and supported the creation of the Regional Broadband Authority. Staff also assisted with the continued development of the Catawba Sustainability Center, an innovative partnership between the County and Virginia Tech to create a 21st century model for education, research and sustainable land management.

A major new initiative for the Economic Development Department included an innovative marketing partnership between Roanoke County and Appalachian Power Company. Staff worked with Appalachian Power Company to qualify the Center for Research and Technology for data center projects, making CRT one of only two sites in AEP territory in Virginia to receive this designation. The County received exposure in numerous local, state and national publications for this project and continues to market the CRT for new business investment.



Supervisors Joe "Butch" Church and Charlotte Moore joined local and federal representatives in the ribbon-cutting ceremony at Richfield Rehab Center in March 2013.

Economic Development Statistics

New Business Locations	4
Business Expansions	9
Companies Visited	92
Prospect Inquiries	40
New Jobs Created	411
Total New Investment	\$53.2 million

ECONOMIC DEVELOPMENT
Roanoke County Administration Center
5204 Bernard Drive, SW, Fourth Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2069
www.yesroanoke.org

**SED**C | Southern Economic
Development Council
2011 Communications Award Winner



ELECTIONS

The Office of Elections is committed to providing each Roanoke County citizen with the opportunity to exercise his or her right to vote in an efficient and equitable manner in accordance with federal and state laws. It is the responsibility of the General Registrar, who oversees the elections office, to maintain accurate and current records according to state and federal laws and to conduct accurate and fair elections.



For more information about Virginia's voter registration requirements, upcoming elections, sample ballots, and examples on how to use Roanoke County's electronic voting machines, please visit the Elections website at www.roanokecountyva.gov/elections.



Elections Fast Facts

- There are approximately 68,800 registered voters in Roanoke County.
- For the November 2012 Presidential Election, 74.90% of the total registered voters cast votes, and a total of 4,850 absentee ballots were processed.
- The longest wait time at any precinct for the 2012 Presidential Election was 45 minutes, with the average wait across Roanoke County remaining at less than 15 minutes.

Voting Requirements and Registration

To vote, you must meet the following requirements:

- You must be a citizen of the United States of America.
- You must be at least 18 years of age by election day.
- If you have been convicted of a felony, your voting rights must be restored and you must provide proof of restoration.
- You must not be currently judged by a Circuit Court to be mentally incompetent.
- Voter registrations must be completed 21 days prior to an election.
- Voter registration applications are available at voter registration offices in Virginia and various government agencies, including post offices, public libraries, Division of Motor Vehicles locations, and Social Services departments.

Contact the Elections Office With Changes of Name, Address or State

Registrations cannot be transferred from another state to vote in Virginia. Voters who have changed their names or local addresses since the last election must inform the elections office in writing or in person.

ELECTIONS

Roanoke County Administration Center
5204 Bernard Drive, SW, Third Floor
Roanoke, Virginia 24018
Main Number: (540) 772-7500

FIRE & RESCUE

This year was filled with many changes, challenges and successes. A two-year project was completed by participation in a regional EMS protocol (EMS standing orders) review committee. The last update was in 2006 and it was critical that we update our protocols based on changes to best practices developed since 2006. After training, our new protocols were implemented in March 2013. These changes modify and improve the medical care provided to citizens and visitors of Roanoke County.

With the ever present challenge of funding in a difficult economy, Roanoke County Fire & Rescue remains vigilant in acquiring grant funding to better serve our citizens. During the year, the department purchased an ambulance for the Cave Spring Station in conjunction with a 50/50 matching grant from the Virginia Department of Health (VDOH). VDOH also awarded a matching grant to the department in the amount of \$2,200 to purchase extrication equipment to enable responders to remove entrapped patients from vehicles following accidents. Roanoke County Fire & Rescue was also fortunate to receive another VDOH 50/50 grant for a Mechanical CPR Device for use on cardiac arrest patients.

The Department of Homeland Security awarded the department a grant in the amount of \$376,000 to help purchase a Station Alerting System. This system modernized our outdated volunteer paging system and fully integrated both systems together with our computer-aided dispatch system.

Among our successes, Roanoke County Fire & Rescue personnel received two 2012 Regional Awards for Outstanding Contributions to EMS from the Western Virginia EMS Council. James Doran was selected as Outstanding Pre-Hospital Educator for his dedication to improving the Emergency Medical training program and managing the Regional EMT-I Accredited Training Site. Public Education Specialist Brian Clingenpeel received the Outstanding Contribution to EMS for Children Award for his work to educate our young people about fire and life safety. In addition, Clingenpeel went on to win the 2012 Governor’s Award for Outstanding Contribution to EMS for Children.

Finally, the Virginia Association of Counties selected Roanoke County Fire & Rescue for the 2012 Public Safety Achievement Award for our “Public Safety on the Appalachian Trail” entry. This project included a public-private partnership with Appalachian Trail stakeholders to solve the problem of effectively recovering lost or injured hikers on the trail. Through a number of meetings and multiple hikes to survey the area, a new signage plan was implemented to help hikers identify their locations while not detracting from the natural experience of the trail.

While we are certain to face more challenges in the coming year, Roanoke County Fire & Rescue will continue to strive for excellence in our mission of service to our citizens.



Photo courtesy Tom Bier.

Fire & Rescue At A Glance

Fire & Rescue Services	
Prevention permits issued.....	278
Fire investigations.....	108
Volunteer applications processed.....	134
Emergency Response	
Fire & Rescue calls for service.....	14,164
Percent of Advanced Life Support calls reached in 6 minutes or less	43%

FIRE & RESCUE
Roanoke County Public Safety Center
5925 Cove Road
Roanoke, Virginia 24019
Main Number: (540) 777-8701
Emergency: 9-1-1

GENERAL SERVICES

The Derecho storm that occurred on June 29, 2012, heavily impacted the department’s operation this fiscal year. Brush crews worked long hours, six days a week for the entire month of July and part of August to collect storm-related debris. Tonnages, overtime hours, and wear on knuckleboom trucks were up significantly for the year due to the storm. Partial reimbursement of expenses were received from FEMA, which will be used to purchase a new knuckleboom.

Vehicle resources continue to remain a concern for the department. As the fleet ages, breakdowns occur more often with larger repair costs per incident. Expenditures for these repairs have increased exponentially over the last several years. For fiscal year 2013, the division utilized the Welding Shop to perform repairs to the bodies of the trucks, with a cost savings of approximately \$46,700 compared to the previous budget year. However, these cost savings did not offset the increased costs of fuel, repairs by the Fleet Service Center, and repair parts for our solid waste vehicles.

Staff continues to repair as many damaged trash containers as possible in order to keep an adequate inventory of containers for new residents, containers that are beyond repair, or stolen. Due to the frequency of violent storms and substantial wind, the department has had to replace many cans that have “blown away.” Residents may also purchase compatible trash containers at local retailers.

During fiscal year 2013, second recycling containers were placed at both Cox and the Hidden Valley High School locations to handle overflow issues. Tonnages from these locations have continued to increase along with unacceptable materials left by residents and recyclables left on the ground outside the trailer. The trailer at Hidden Valley High School ultimately had to be moved to the Brambleton Center due to the continued mess being made at the school site on weekends.

The department’s Facility Maintenance and administrative staff played significant roles in design, development and management of major capital projects, including the Social Services building renovations, Glenvar and Vinton Libraries construction, Magistrate’s Office renovation, and the Public Service Center fuel island replacement. In addition, the department completed 17 capital maintenance projects at County facilities totaling \$378,815, including large projects such as roof replacement at the Roanoke County Administration Center, replacement HVAC at the Public Service Center, and upgraded security access for Court Services and the Public Service Center.

Staff also closed out the \$372,800 EECBG grant by completing 100 free energy checkups for County residents and small businesses and installed lighting retrofits of select County buildings. Staff reports energy savings of approximately \$114,000 during the first year due to new energy-saving initiatives at County buildings.



Cox Communications on Fallowater Lane in southwest Roanoke County accepts mixed paper, aluminum, and plastics #1 through #7.

The Fleet Service Center repaired 863 vehicles, opened 3,628 work orders and produced 11,954 hours of billable labor for the fiscal year. Overall, fleet fuel efficiency increased slightly to 14.4 MPG over the last year. The Fleet Service Center currently services the following vehicle fleets: Roanoke County, Western Virginia Water Authority, EMS Council, RVTV, RVRA, and the Western Virginia Regional Jail. The Regional Center for Animal Control and Protection will come on board during fiscal year 2013-2014.

General Services Highlights

Tons of household garbage disposed	36,337
Tons received in recycling trailers	491
Routine building maintenance requests	3,422
Total fleet repairs.....	3,628

Recycling Locations

- Tinker Creek Transfer Station/RVRA
- Cox Communications on Fallowater Lane
- Hollins University
- Brambleton Recreation Center

GENERAL SERVICES

Roanoke County
Public Service Center
1216 Kessler Mill Road
Salem, Virginia 24153
Main Number: (540) 387-6200

PARKS, RECREATION AND TOURISM

The Parks Division managed a comprehensive maintenance program at 84 sites during fiscal year 2013, including snow and ice removal and emergency responses for designated Roanoke County facilities. Staff spent significant time and resources removing trees and debris from several parks due to the Derecho in July 2012 and continued clean-up efforts throughout the year due to repeated flooding and storms.

These tasks were over and above the routine maintenance of recreation ballfields, landscaped areas in parks, designated road medians, courts, greenways, walking trails, open space, shelters, rest rooms, and playgrounds throughout the County.

Support Services staff managed the Roanoke County's E-911 street sign program, park signage, gate and barrier system installations and other small park improvements throughout the County. Staff also managed the Capital Incentive Improvement Fund (CIIF) matching grants program. The fiscal year 2013 Capital Incentive Improvement Fund (CIIF) program awarded \$30,781 to this year's applicants, with a total value of these completed projects estimated to be \$83,198.

In park news, the Walrond Park Trail Project was designated

a Virginia Birding and Wildlife Trail by the Virginia Department of Game and Inland Fisheries. The project was recognized by the Virginia Recreation and Park Society in 2012 as the Best New Facility for a population size of 50,001–100,000.

Work continues on two major greenway projects in cooperation with the Roanoke Valley Greenways organization. The western section of the Roanoke River Greenway, projected to be approximately two miles in length, will connect Green Hill Park with the City of Salem's Riverside Park. The Parks Division is also working on the eastern section of the Roanoke River Greenway that will connect Roanoke City's portion of the Roanoke River Greenway near the Western Virginia Water Authority Water Treatment Facility to the Blue Ridge Parkway near the Explore Park entrance. Both of these greenway projects are funded by VDOT grants and awards from the Regional Surface Transportation Program (RSTP).

Progress also continues on the Hanging Rock Battlefield Trail Bridge Project to create a pedestrian low-water bridge across Mason's Creek. Construction is expected to be completed in fiscal year 2014. During the year, staff also provided support for 22 Roanoke County hosted events and special events provided by Parks, Recreation and Tourism.

Green Ridge Recreation Center has become a focal point of



The South County Library Trail System was completed with 900 linear feet of wetland boardwalk trail and approximately 1,000 linear feet of upland trails. The system completes pedestrian access from Penn Forest Elementary to Starkey Park via South County Library and the adjacent wetlands. A 10-foot by 30-foot observation area was also constructed along the wetland trail for visitors. Photo courtesy Maureen Wilson.

PARKS, RECREATION AND TOURISM

Roanoke County Public Service Center

1206 Kessler Mill Road

Salem, Virginia 24153

Main Number: (540) 387-6078

PARKS, RECREATION AND TOURISM



Photo (c) Sam Dean Photography.

the Roanoke Valley by providing quality programs that meet the recreation needs of our community. Green Ridge saw 354,272 visitors this year, and maintained an average of 2,797 membership units each month, ending the year with 7,590 unique members. Green Ridge continues to be successful in recovering 100% of operating costs. Day Pass purchases increased as well, which resulted in an 8% increase in revenue.

Green Ridge featured a variety of new programs and Group Exercise Classes continued to be popular with more than 21,400 participants. Summer camp participation increased 33%, and the Ridge Kids program continued to grow. Also during this time, more than 26,000 patrons were served through rentals at Green Ridge and Splash Valley.

A new Splash Valley Add-on program provided Green Ridge members an opportunity to enjoy Splash Valley, in addition to their membership. Our biggest Splash Valley success was offering “\$5.00 Wednesdays,” which made Wednesdays one of the busiest days of the week. We continue to attract out-of-town visitors, with the majority coming from just outside the Roanoke region. Overall, cost recovery for Splash Valley was 163.83% for the year.

Camp Roanoke achieved a 100% summer program success rate for the first time this year, serving 623 participants. New programs included horseback riding, wilderness survival classes and over 20 environmental education opportunities.

Therapeutic Recreation Services developed an agreement with the City of Salem and received the first annual payment

for services provided to Salem residents. This new funding will be used to expand programs for our participants with disabilities.

Brambleton Center saw several facility renovations throughout the year, including fresh paint, bathroom updates, technology improvements, new stage curtains and the addition of 250 padded chairs for meetings and events. This year, Brambleton Center hosted 86 unique rental groups for a total of 184 paid rentals with 9,214 in attendance. Additionally, 21 free-use groups held 223 meetings with 5,454 in attendance. The cost recovery for all Brambleton Center programs increased from 82% to 109%.

Youth Services’ After School for Kids (ASK) Program had 535 participants this school year. Safety in the ASK program continues to be our top priority and this year ASK program sites added door bells for parent access so school doors could remain locked at all times. The Kids In Camp (KIC) summer program continues to be a successful program at Penn Forest Elementary School with plans to expand to other sites in the future.

Roanoke County Athletics, in particular Youth Athletics, remains a core service for our citizens. This year saw 4,796 youth sports participants in sanctioned sports of baseball, softball, lacrosse, football, cheerleading, soccer and basketball. The Adult Team Sports division offered three seasons of adult team sports leagues in softball and basketball with over 1,100 participants.

Youth Athletics Summer Camps and Clinics saw 959 participants in various programs. The summer camp season was strong with 40 weeks of camp programs serving 630 participants.

Thirty-one local, state and national tournaments were scheduled on Roanoke County facilities in fiscal year 2013, with eight tournaments canceled for rain or lack of teams. The local economic impact of these tournaments is estimated at \$5,000,000, using the Roanoke Valley Convention and Visitors Bureaus’ formula for tourism spending.

Special Events staff offered 12 sponsored and co-sponsored events with an estimated 32,146 people in attendance. Staff hosted, along with Brook Hill Farm, the first ever Roanoke region showcase of Herrmanns’ Royal Lipizzan Stallions. The department, in cooperation with the Roanoke Valley Convention and Visitors Bureau, hosted the Mid-Atlantic Regional Quidditch Tournament at Green Hill Park, with Quidditch teams from Virginia, North Carolina, Maryland and Pennsylvania participating.

In July 2012, the department finalized a nonprofit 501(c)3 organization entitled Leisure Legacy Inc. This enables the department to receive donations, gifts, bequests or other contributions to assist and aid in civic and public service efforts. This will also enable Parks, Recreation and Tourism to apply for specific grants only awarded to nonprofits.

POLICE

The Roanoke County Police Department is nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The department's fiscal year 2013 budget was \$11.1 million and the current staff level of full-time employees included 140 sworn staff and 16 civilian employees. The department also operates a full-service Criminal Justice Academy.

The department is recognized for its professionalism and engages the community in crime solving and community enrichment strategies. The department is involved in a number of partnerships with local, state, and federal agencies including DEA, ATF and the U.S. Marshals. In 2013, the department, along with other law enforcement agencies in the Roanoke Valley, was accepted into the High Intensity Drug Trafficking Areas (HIDTA) Program. This has resulted in additional funding and coordination of drug investigations and the creation of the Roanoke Valley Regional Drug Unit that is now in place to handle these matters throughout the Valley.

The Roanoke County Board of Supervisors approved the construction of a new Roanoke County Criminal Justice Academy, in cooperation with the Roanoke City Police Academy. The new construction will be funded by \$2.5 million in asset forfeiture funds received in a local settlement.

We developed our department's first strategic plan. This plan includes updated mission, vision, and values statements as well as priorities for the next three years. Input into the plan was provided by department members, other government representatives, and members of our business and residential communities.

In 2013, the department implemented DDACTS - Data-Driven Approaches to Crime and Traffic Safety. DDACTS is an operational model that uses the integration of location-based crime and traffic data to determine the most effective and efficient methods for deploying police and other resources. Using geo-mapping to identify areas that have high incidences of crime and crashes, DDACTS uses traffic enforcement strategies that play a dual role in fighting crime and reducing crashes and traffic violations.

Drawing on the deterrent of highly visible traffic enforcement and the knowledge that crimes often involve the use of motor vehicles, the goal of DDACTS is to make the public safe by reducing incidences of crime, crashes and traffic violations in Roanoke County. Through rigorous analysis of crime and traffic crash data, two hot-spots were identified as having the highest concentration of incidents. This analysis included data over the past three years (2010-2013).

Although a long-term perspective is helpful to understand the type and nature of crime and traffic activities, the agency also considered contemporary/emerging crimes within the County. The following were identified as incidents of focus: burglary, theft from automobiles, shoplifting, crashes, DUI arrest, and complaints of speeding and reckless driving.



Officer T. Knicely was selected as 2013 Roanoke County Police Officer of the Year by the Roanoke Regional Chamber of Commerce. Photo by Officer C. Gunter.

Operationally, DDACTS provides specific, measurable and time-oriented goals and objectives for uniform officers. The constant flow of contemporary analysis provides the opportunity for directed patrols and the deployment of police resources in the areas where crime and crashes occur most frequently. Beyond data analysis and high visibility patrols, DDACTS relies on partnerships among law enforcement and local stakeholders. These opportunities for collaboration provides for an all-inclusive approach to decreasing social harms and preserving the high quality of life in Roanoke County.

POLICE

Roanoke County Public Safety Center
5925 Cove Road
Roanoke, Virginia 24019
Non-Emergency: (540) 562-3265
Emergency: 9-1-1

PUBLIC INFORMATION

In fiscal year 2013, the Public Information Office continued to work closely with the Police Department and took a lead role in the preparation and distribution of press releases, media advisories, and management of the Police Department’s social media pages and other marketing materials. In addition, PIO staff produced the Police Department’s annual report, a required part of the department’s national CALEA accreditation.

The Public Information Office also collaborated with other departments to promote awareness of County-sponsored programs and initiatives, including the Catawba Farmers Market, Save-A-Ton, Roanoke Regional Housing Network, and various other events and projects.

Public Information staff completed work on the 2012 Roanoke County Annual Progress Report in the spring of 2013. The Annual Progress Report was issued in May 2013 and can be found on the Public Information Office website.

The Public Information staff also dedicated time to develop and maintain the Budget Information site on the County’s website. This site has become the primary resource to assist the Board of Supervisors and Administration in conveying an accurate picture of the County’s finances to County staff, local media outlets, and the public at large. As part of the season-long campaign, budget development information was shared via news releases, email, and posted on the County’s website and social media channels.

Public Information staff also prepared and distributed news releases and media advisories for other Roanoke County departments, including General Services, CommIT, Real Estate Valuation, Treasurer, Voter Registrar, Sheriff, Libraries, Economic Development, Finance, Fire and Rescue, and Parks, Recreation and Tourism.

In fiscal year 2013, Public Information staff assisted with the annual State of the County Address delivered by 2012 Board of Supervisors Chairman Richard Flora. Work included assisting with creation of the invitation, photos, and preparation of supporting materials for the Chairman’s speech. Staff also worked with General Services and volunteers to develop materials and organize a press conference for launch of the Save-A-Ton environmental campaign.

In cooperation with the Communication and Information Technology department and the Emergency Communications Center, staff completed the initial marketing and promotion for RoCo Alert, the County’s citizen notification and warning system. This campaign included production of 10,000 rack cards distributed to Roanoke County School students, flyers in the billing envelopes of Western Virginia Water Authority customers, and public presentations to area civic clubs.

This initial campaign resulted in more than 1,200 voluntary public cell phone registrations by the end of the fiscal year. Throughout the year, the initial campaign was reinforced by multiple social media announcements and prominent use of RoCo Alert on the County website’s home page.

Visits to the County’s website increased by 17%, up 211,047 visits from the previous year. Public Information staff has continued to aggressively market the information and online services available on the website, and has strived to make the site a customer service portal for citizens.

The Public Information Office also saw an increase in its social media followers during the year, reaching more than 3,400 Facebook followers (up 16%) on the County’s main government page and more than 2,500 followers on Twitter (up nearly 40%). Views of the County’s YouTube video channel showed a slight increase from year-to-year, up 9% to 33,630 views.

Staff continues to leverage the County’s various social media channels and traditional media channels to inform citizens about public meetings, events, programs and County news.

In November 2012, the Public Information Office received the Silver Summit Award from the Blue Ridge Chapter of the Public Relations Society of America in the Annual Reports category for the 2011 Roanoke County Annual Progress Report.

Public Information Highlights

Visits to Roanoke County’s website	1,474,909
Views of Roanoke County’s YouTube Channel	33,630
Roanoke County Facebook followers.....	3,419
Roanoke County Twitter Followers	2,548
Roanoke County Today shows produced.....	12

PUBLIC INFORMATION
Roanoke County Administration Center
5204 Bernard Drive, Fourth Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2010



PUBLIC LIBRARY SYSTEM

Building on the success demonstrated in the first full year of operations at South County Library, Roanoke County Public Library (RCPL) maintained its focus on replacing or upgrading aging facilities during fiscal year 2013. The Glenvar Branch Library construction project, which began in 2012, continued throughout all of 2013 as well. The library had initially been scheduled to open in early May but a series of delays in the delivery of critical materials pushed the completion date out to the end of the fiscal year. A public celebration marking the end of the project was held July 1, 2013.

While public anticipation of Glenvar's opening grew, public participation at South County Library increased as well. Programs assumed a higher priority, particularly those for young people. The building hosted 811 library programs and events, as well as 842 civic meetings. Of the 15,764 people who came for public gatherings across the library system, 11,304 attended programs and events at South County Library.

Highlights of the year included capacity audiences for visits by Jane Austen, Mark Twain, and Edgar Allan Poe during Dead Authors Month; a rare appearance by a group of World War II aviators; hundreds of people on hand to see Santa's arrival via fire engine at the County Christmas Tree Lighting ceremony; and the fifth annual Murder Mystery Night.

Community enthusiasm combined with the Town of Vinton's success in applying for a beautification grant of \$700,000 helped accelerate plans for a new 20,000 square foot library to be built in the heart of downtown Vinton. On June 25, 2013 the Board of Supervisors authorized a bond issuance to fully fund the project expected to cost approximately \$9,000,000. The initial timetable calls for the Vinton Branch Library to be completed in late 2015.

National trends in usage patterns and service delivery are reflected in local library operations. By the end of the fiscal year, RCPL had experienced substantial growth in electronic visits, computer use, duration of on-site stays, program attendance, literacy-based activities, and research and information assistance. For the first time in two decades, circulation of print materials stalled at 1,298,834, a 1% decline in items checked out compared to the previous year. It is noteworthy that this is the only decline in this measurement for the past two decades.

The growing popularity of eBooks resulted in an 18% jump in electronic checkouts from the online subscription service Overdrive. Staff attributed a quarter of the 5,779 new library card registrations to the number of people seeking free access to library eBooks. Adding more eBook selections took a heavy toll on the number and types of other materials added to the collection. Libraries often have to pay triple the list price and are then required to re-buy an eBook after 15 or 20 circulations as dictated by the book publishers.

Reference staff responded to 231,335 questions from the public and two study rooms in the Reference area at South

County Library were reserved 924 times by individuals, small groups, and business people.

Along with offering its own slate of classes, the Library formed a partnership with the Parks, Recreation and Tourism Department to teach quarterly technology classes. Reference librarians created open help labs on evolving topics such as new apps, downloading eBooks, iPad updates, and other topics. Staff also taught classes on a variety of software products for County staff.

Outside donations from businesses and individuals, and contributions of over \$18,000 from the Friends of the Library, allowed RCPL to provide a robust Summer Reading Program to help children maintain their reading skills throughout the summer months. Children's books were checked out 290,889 times this year, a 7% library system increase fueled by a 13% improvement in juvenile book checkouts from South County Library.

A Spangler Foundation grant provided \$5,000 for new children's room bookshelves at the Bent Mountain Branch Library. The new steel shelves are identical to the type used in the replacement libraries and represented a significant upgrade from the older shelves.

Contributions to the Library came in other forms, including volunteer efforts to stock and staff the Friends of the Library book shop. Volunteers also managed most of the massive returns/holds processes, handling well over 700,000 items at South County Library alone. By year's end, dedicated volunteers in the library system provided 12,065 hours of unpaid assistance to staff members and the public.

Public Library By The Numbers...

Circulation	1,298,834
Reference questions answered	231,335
Patron visits to libraries	840,937
Library program attendance	29,988
Public meeting attendance.....	15,764
E-book usage	35,383
Donated items added to collection	3,243
Volunteer hours contributed.....	12,065

PUBLIC LIBRARY
South County Library - Headquarters
6303 Merriman Road
Roanoke, Virginia 24018
Main Number: (540) 772-7507



PUBLIC LIBRARY SYSTEM

Several hundred library patrons joined local officials in attending the opening of the Glenvar Branch Library on July 1, 2013. The new, more spacious library features dedicated spaces for children and teens, a computer lab and meeting rooms.



REAL ESTATE VALUATION



The mission of the Real Estate Valuation Office is to equalize assessments of all real property in Roanoke County, provide excellent information, administer the County's Land Use Program and ensure an effective Board of Equalization.

Each year, the Real Estate Valuation Office conducts a general reassessment for Roanoke County. Eight appraisers successfully completed 45,363 appraisals in calendar year 2012 for the 2013 general reassessment. The total market value of appraised parcels in the County of Roanoke is estimated at \$8,811,343,000.

The Real Estate Valuation office is still providing the same level of services despite recent cuts to both the budget and staffing levels. The Real Estate Valuation Office is keeping per parcel dollar amounts in line with the private sector for conducting a general reassessment. Moving forward, the office is looking at incorporating new technology into its business processes to streamline services and assessment quality.

Most of the data that is used in the 2013 General Reassessment is collected from 2011 sales, but parcels are actually evaluated in 2012. Sales and building permit data from 2011 were both lagging behind previous year's statistical data. This data and the current sales ratio led to one of the biggest drops ever in market value for a General Reassessment in Roanoke County. This drop in market value seems to have bottomed out and the median sale price for a residential property in 2012 is now approximately \$198,250 dollars.

Building permit values for new construction in 2012 totaled \$40,117,000, broken out to \$27,066,600 for Single Family Residences; \$8,402,300 for Townhouses/Condos; \$524,500 for Multi-Family Residences; \$3,098,500 for Commercial; and \$1,025,100 for Industrial construction.

During the 2012 public hearings, 23 citizens met with their assigned appraiser and another 120 calls were taken by phone by the appraisal staff. For 2012, the Board of Equalization heard 14 appeals. Assessments for nine residential and five commercial properties were reduced through this appeals process.

The office of Real Estate Valuation has continued to implement the Land Use Program. According to State and County guidelines, agricultural, horticultural, forestry and open space uses are included in our Land Use Program. The 2012 Land Use Program consisted of 65,513 acres, broken down to 1,686 parcels owned by 887 individuals.

REAL ESTATE VALUATION
Roanoke County Administration Center
5204 Bernard Drive, SW,
Second Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2035

SHERIFF'S OFFICE

The Roanoke County Sheriff's Office (RCSO) operated one of only 13 jails in the state of Virginia to be accredited by the American Correctional Association. The RCSO also received accreditation by the Virginia Law Enforcement Professional Standards Commission (VLEPSC) in 2010. At the time of this second accreditation, the Roanoke County/Salem Jail was one of only three jails in Virginia to achieve dual accreditations. The Roanoke County/Salem Jail houses an average of 133 inmates in jail each day and maintains approximately 184 inmates per day in the Western Virginia Regional Jail.

The Sheriff's Office participated in numerous community events such as the Law Enforcement Torch Run and Poker Ride fundraisers to benefit Special Olympics athletes in Virginia. Deputies also participated in the MDA Lock-Up, Tug-for-Tots, golf tournaments, pistol matches, the Easter Bunny Foundation, and the Touch-A-Truck event held at Roanoke County's Green Hill Park.

The RCSO is committed to the beautification of the community by providing inmate trash pickup along the County's highways on weekends. In August 2010, Sheriff Winston established an inmate work program in partnership with the Parks Division to help maintain and improve the grounds, landscaping, and outdoor structures at designated County properties and parks.

During fiscal year 2013, the work program saved Roanoke County citizens approximately \$116,487 over and above the costs of the program. Supervised inmate labor has also been provided for projects at several Roanoke County School sites, saving additional taxpayer money while helping to maintain our schools.

The jail also screens eligible inmates for an inside work program to maintain the upkeep of the jail at no cost to our citizens. During fiscal year 2013, inmates worked over 58,597 hours and saved citizens \$424,828 in labor costs.

Sheriff Winston's Citizen Volunteer Program uses volunteers to supplement and expand upon the work of sworn Deputies and civilian personnel in various assignments in the Sheriff's Administration, Jail, Courts, and Civil Process divisions.

The entrances of the two courthouses are staffed with Deputies who screen approximately 2,273 court participants each week for weapons or contraband. Court Services Deputies are also responsible for searching the courthouse, opening and closing of the courts, providing security, assisting the judges and clerks, serving arrest warrants, and transporting inmates to and from jail.

The RCSO continues to provide a Deputy Emergency Response Team (ERT) that responds to incidents in the jail-courthouse complex and also assists Roanoke County Police and other agencies in our community.



Roanoke County Sheriff Mike Winston.

Sheriff's Office Benchmarks

Inmates committed to jail.....	4,264
Inmates released from jail	3,501
Civil process papers served.....	42,791
Court sessions/court security.....	1,143
Miles driven in prisoner transports	80,977

SHERIFF'S OFFICE
Roanoke County-Salem Jail
301 East Main Street
Salem, Virginia 24153
Main Number: (540) 387-6140

SOCIAL SERVICES

The Department of Social Services administers public assistance programs to the residents of Roanoke County, the Town of Vinton, and the City of Salem.

During fiscal year 2013, the department implemented the State's new self-service system known as CommonHelp. This new web-based system is designed to reduce the burden on citizens applying for assistance. Customers are able to access online screenings, file applications online, and obtain "real time status" of their applications.

Also during this year, the department conducted 76 Family Partnership Meetings to help family members, teachers, counselors, and other professionals collaborate to best meet each family's needs, while maintaining child safety and well-being. This represents a 58% increase in Family Partnership Meetings compared to the previous year.

The department served 132 children in foster care during the fiscal year, compared to 120 in fiscal year 2011-2012. The department continues its efforts to reduce the number of children and families subjected to the foster care process.

One of the core beliefs of the Virginia Children's Services System Practice Model is that children do best when raised in families. This year, an average of 88.53% of the children receiving foster care services resided in a "family based" placement, better than the "performance standard" of 80% established by the Virginia Department of Social Services.

The Department approved 25 new Resource Families this fiscal year, for a total of 40 families caring for the children and/or available for placement under the Virginia Children's Services System Practice Model (many foster homes requested closure post-adoption this year). The need for new foster families, particularly families willing to care for adolescents, remains critical. The STARS (Specialized Treatment and Resource Support) program, a collaboration between Roanoke City and Roanoke County Departments of Social Services, has also grown, adding a therapist to support the specialized foster parents and recruiting 6 prospective new families to serve children with high levels of behavioral, emotional or medical needs.

Comprehensive Services Act

The 1993 Comprehensive Services Act for At Risk Youth and Families (CSA) is a Virginia law that pools funding sources to purchase services for high risk youth. The local CSA office serves Roanoke County and Salem City. CSA funds are managed at the local level by interagency teams to provide high-quality services to high-risk youth and their families.

In the past year, our Benefits Staff have had the task of converting a portion of our Medical Assistance cases to a more automated benefit determination system (VaCMS). Within the next two years, the remainder of Medical Assistance cases, as well as the SNAP, TANF, Energy and Fraud programs will move to this new system, providing a more technologically progressive way of managing growing caseloads.

In this period, the Child Protective Services unit received 1,185 reports of child abuse or neglect, an 8% increase compared to the previous period. Adult Protective Services experienced a 26% increase in case load and there was a 22% increase in the number of investigations, totaling 730 Adult Protective Services investigations in fiscal year 2013.

To help clients attain gainful employment, the Virginia Initiative for Employment Not Welfare program continues to provide employment opportunities for the economically disadvantaged. Despite an unsteady economy, the percentage of participants in a work activity remained the same and the percent who retained employment for three months or more increased from 63% to 65%.

Childcare subsidies are made available to assist low income working families with payments based on income level. Federal and state funding for childcare subsidies during fiscal year 2013 was \$1,442,111. There is no local County match for these subsidies. The funds provided care for 577 children in 343 families. These funds represent significant revenue for local childcare businesses in our region, while reducing hardship for working families and ensuring safe, affordable care for children.

Social Services Benchmarks

Medicaid applications processed	3,377
Medicaid payments to providers	\$71,403,282
SNAP applications processed.....	3,453
SNAP benefits issued	\$11,198,611
TANF applications processed	798
TANF benefits issued	\$907,916
Energy Assistance applications processed	2,422
Energy Assistance benefits issued.....	\$565,470

SOCIAL SERVICES

220 East Main Street
P.O. Box 1127
Salem, Virginia 24153
Stellar One Building
Main Number: (540) 387-6087

TREASURER'S OFFICE

The Roanoke County Treasurer's Office is dedicated to serving the residents of Roanoke County, the Roanoke County Board of Supervisors, and other governmental agencies with premier customer service. The Treasurer, as an elected Constitutional Officer of Roanoke County, upholds the highest standards in the collection of all revenues due to the County while protecting funds under the Virginia Security of Public Funds Act.

Basic collection activity begins at the ground floor with the department's annual billing routines. This includes the twice a year billing of real estate, the spring billing of personal property bills, daily supplemental billing for prorated personal property, and two independent delinquent billings.

In fiscal year 2013, the Treasurer's Office sent out 93,000 Real Estate bills, 117,000 Personal Property bills, and 33,000 Delinquent Tax bills. Pursuant to the State Code of Virginia, the Treasurer's Office pursues personal property delinquent bills for five additional years and delinquent real estate bills for 20 additional years. Despite the economic downturn in recent years, the Office has continued to meet or exceed its collection goals and has plans for additional delinquent collection programs in 2014.

While customer service can be challenging when collecting debts, staff has received positive feedback from Roanoke County residents for staff efforts and compassion in dealing with delinquencies. The Treasurer's Office strives to never lose sight of the human element in the collections process and continues to offer the personal empathy that our residents deserve.

Non-traditional collections continue to be a success. In collaboration with the County Attorney's Office and the Commissioner of Revenue's Office, business license collections continue to see gains. In addition to the efforts above, staff has begun to automate some collection procedures that can be administered on a state level against outstanding taxes owed to the County.

Like revenue collection, fiscal integrity of public funds is also an ongoing concern. For many municipalities, the past several years have been financially difficult. Due to strict adherence to the Virginia Security of Public Funds Act and cautious investment decisions, Roanoke County has not seen negative impacts to the County's invested principal funds.

The Treasurer's Office continues to offer excellent customer service to our citizens while using technology and State-wide best practices to collect revenue for the continued funding of Roanoke County's daily operations.



Roanoke County Treasurer, F. Kevin Hutchins.

Three Easy Ways to Pay Taxes


Citizens can pay taxes in person at our office or by credit card from the comfort of the own home via the internet or over the phone. Payments made over the phone or internet are assessed a convenience fee by the credit card payment provider.

For phone payments please call 1-800-2PAY-TAX.

For internet options please visit our Citizen Self Serve option at the Roanoke County Treasurer's Office home page.

TREASURER

Roanoke County Administration Center
5204 Bernard Drive, SW, First Floor
Roanoke, Virginia 24018
Main Number: (540) 772-2056

A photograph of two men standing in front of a yellow excavator at a construction site. The man on the left is wearing a maroon polo shirt, grey trousers, a white hard hat, and a high-visibility yellow safety vest. The man on the right is wearing a dark suit jacket, a light-colored shirt, a tie, khaki trousers, a white hard hat, and a high-visibility yellow safety vest. The excavator's arm is visible, with "B 95" and "NEW HOLLAND" written on it. In the background, there is a chain-link fence, a sign that says "VINTON MUSEUM", and a house with a red roof.

*2013 Board of Supervisors Chairman
Michael W. Altizer (left) with Vinton Mayor
Brad Grose at the December 2013 "Building
Breaking" to clear the way for the new
Vinton Branch Library.*

2013 Roanoke County Annual Progress Report

For more information about the departments and services highlighted inside this Annual Progress Report, please visit www.roanokecountyva.gov.

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